

Medicaid Management Information System Design, Development, and Implementation, Medicaid Operations Services, and Integrated Contact Center System and Services

Vendor Technical Overview Briefing
July 16, 2014



Agenda

- General Welcome and Vendor Role Call
- Session Logistics
- Schedule and Purpose of the Vendor Briefings
- Opening comments, Team Introductions
- Technical Context of the HSE
- HSE Platform
- Vermont's Health Service Enterprise (HSE) Strategy
 - Platform Services and Software Reuse
- Interfaces
- Legacy system(s) Retirement
- Question and Answers-appropriate State team members
- Closing Remarks

Conference Logistics

- Please place telephone on mute during the call.
- **Attendance** — In lieu of a roll-call, it is a requirement to send **Michelle Mosher** (michelle.mosher@state.vt.us) an email with “Vendor Briefing Attendance” in the subject line and with your contact information in the body of the email in order to record your attendance.
- **Questions** — Please submit any questions specific to this topic via email to michelle.mosher@state.vt.us with “Vendor Briefing Questions” in the subject line. Questions received prior to the briefing will be addressed during the session. As time allows, additional, follow-up questions may be allowed during the session.
- **Answers** will be provided verbally during the call and in the form of Addenda to the RFP, available on the DVHA website below –
 - <http://dvha.vermont.gov/administration/2013-requests-for-proposals>
- **Follow-up questions** – Additional questions may be submitted in writing in accordance with guidelines of the RFP.

Vendor Briefings

- This session is one of the Vendor Briefings to be conducted as part of the procurement. Each will be 60 minutes, and will allow for a brief Question and Answer session related to the specific topic of the briefing. The topics of the briefings are:
 1. Procurement Overview held on July 15, 2014.
 2. Technical Overview Today, July 16, 2014, 12:00pm-1:00pm EST.
 3. State Strategic Initiatives (scheduled for July 17, 2014 at 9:00 am-10:00am EST)

- There is also a mandatory pre-proposal bidders' conference scheduled for August 6 .

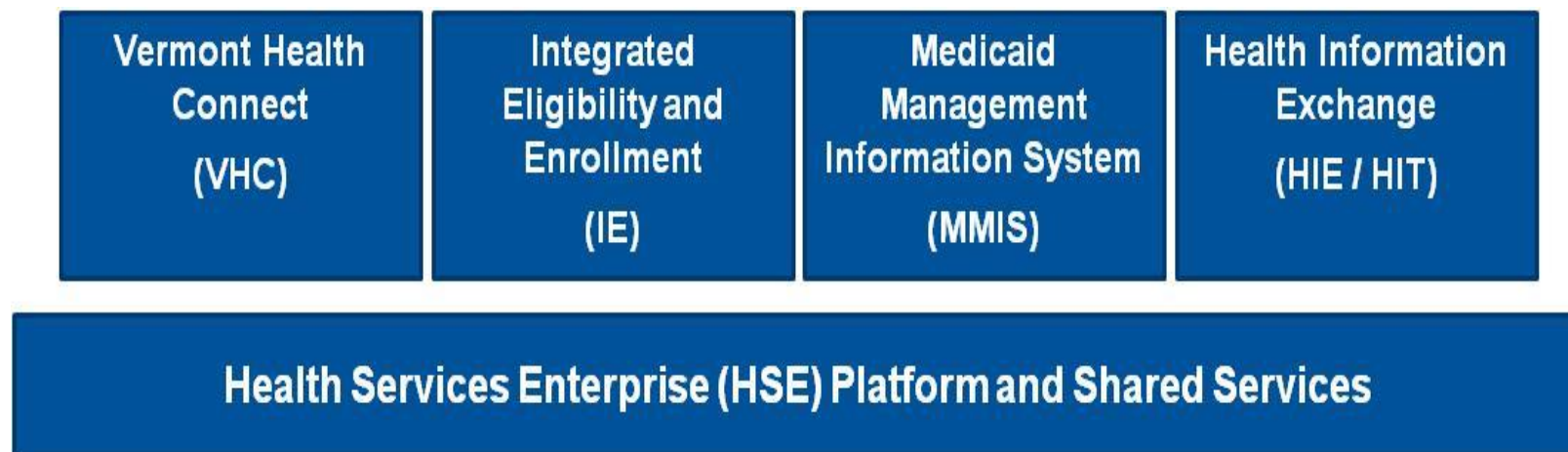
Welcome and Introductions

- Lori Collins – Executive Sponsor and Business Lead
- Joseph Liscinsky-Deputy MMIS Program Business Lead
- Samantha Haley – Business Lead
- Michelle Mosher – Procurement Officer
- Scott Brown – Project Manager
- Michael Hall – Technical Lead
- John Hunt – Enterprise Architect, DII

HSE Vision

Vermont's Health and Human Services Vision:

- Improve Vermonters life situations with better health outcomes implemented in conjunction with enhanced access to health care benefits and provide Vermonters with secure and timely access to their personal health data
- Will be achieved by a multi-year, multi-phased approach that reshapes and integrates current business processes, improves public-private sector partnerships, enhances the utilization of information, modernizes the IT environment, and results in the transformation of the health care experience for the Vermont populace
- Requires investment in new and upgraded components and technology

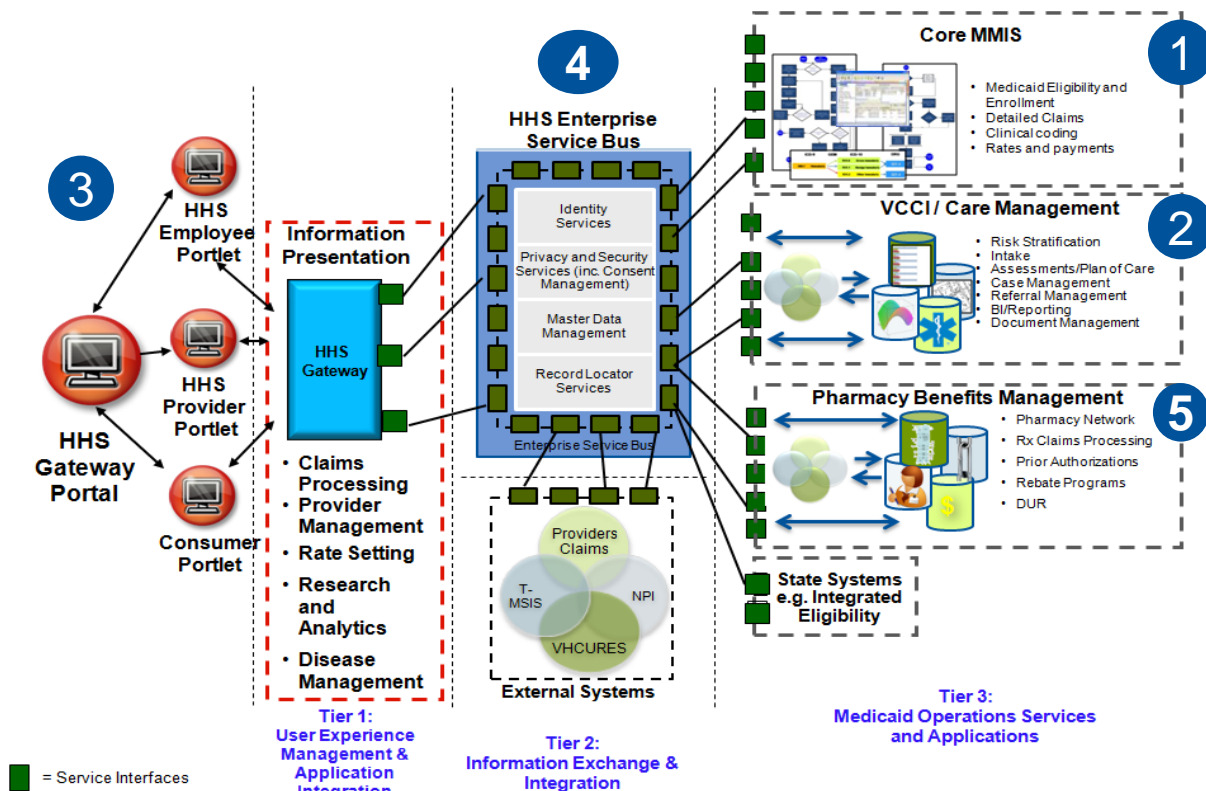


- The Platform provides the infrastructure services and functional components that each solution shares.

MMIS Systems Leverage of the HSE Platform

- There are **5** key distinct **solution components** that together will deliver the core Medicaid Operations Solutions Procurements and related core **functional capabilities**:

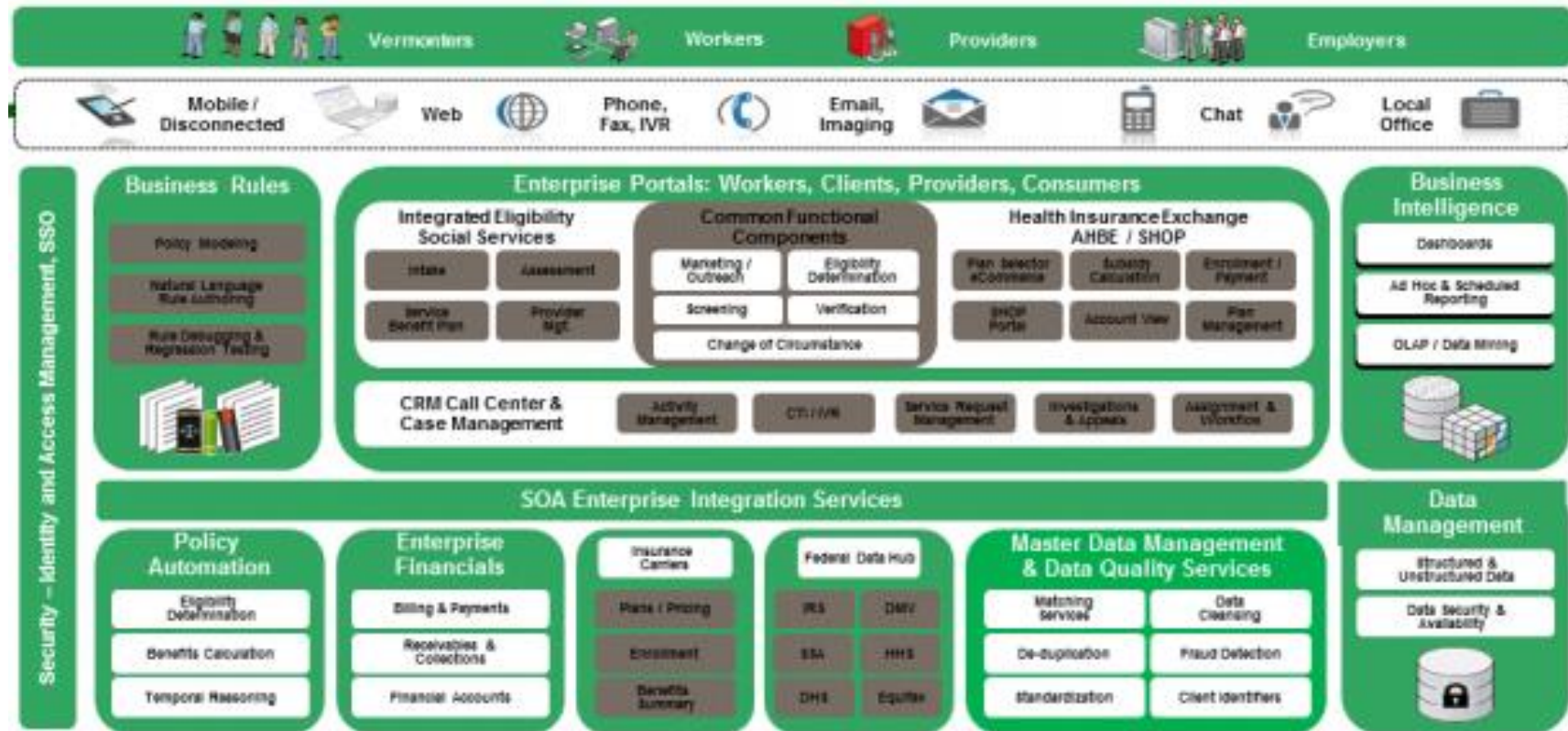
- Core MMIS Functionality including BI** – Claims processing system, supporting state and federally funded health care payments including Business Intelligence and Analytics
- Care Management Functionality** – Solution to support Chronic Care initiative and other Vermont Enterprise case or care management needs
- Portal** – includes User Interface and User Experience Management, Access Control, Collaboration, Communications and Document Search capabilities
- HHS Enterprise Service Bus** – Integration of internal and external service components and applications
- Pharmacy Benefits Management** – Management of pharmacy benefits eligibility and formularies on a BPO basis



Loosely coupled integration of Service Oriented Architecture (SOA) based solution components essential to supporting the envisioned functional capabilities for Integrated HHS –

- Integrated Eligibility
- Collaborative Service Delivery
- Core MMIS and Business Intelligence
- Care Management

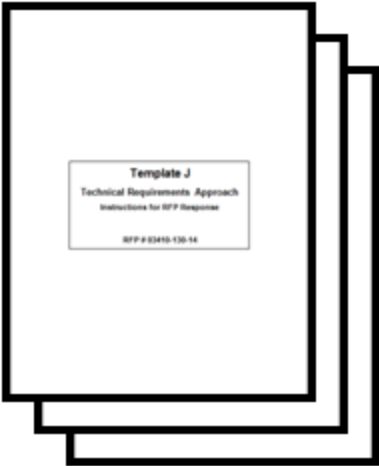
HSE Platform Enterprise Architecture



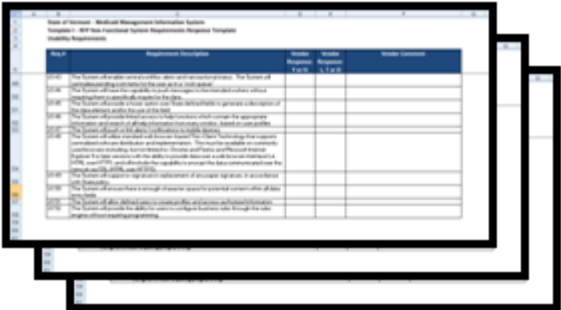
Key RFP HSE Platform Documents Include



The RFP



Mandatory Template J – Response to Technical Requirements Approach



Mandatory Template I – Response to Non-Functional Requirements

Included in the Procurement Library



Vermont Enterprise Architecture Framework (VEAF)
Health Services Enterprise Platform (HSE Platform)
Overview and Strategies



Guidance on the Re-use of Software Products, Shared Components, and Hosted Platform Environment Capabilities for MMIS

HSE Platform Mandatory Software Products*

- Database Products
 - Oracle Database Enterprise Edition
 - Real Application Clusters
 - A number of associated extensions, tools and utilities*
- Rule Engine Products
 - Oracle Policy Automation
 - Oracle Policy Modeling
 - Oracle Policy Automation Connectors for Siebel
- Reporting and Business Intelligence
 - Oracle Business Intelligence Suite Enterprise Edition Plus (BI Management Pack)
 - Analytics Fusion for Partner, Contact Center, Service and Case Management
 - Oracle Data Integrator
 - Oracle BI Publisher
- Identity and Access Management
 - Oracle Identity and Access Management Suite and Oracle Identity Manager
 - A number of related Directory products*
 - A number of associated extensions, tools and utilities*
- Portal Products
 - WebCenter Suite and Plus upgrade
- Enterprise Content Management Products
 - Oracle Web Center Capture 10gR3 Oracle Recognition and Content - License of above may be limited.
- Service Orientated Software Platform Products / BPM
 - WebLogic Suite
 - SOA Suite for Oracle Middleware (including OSB, BPEL, Mediator, Human Workflow and Business Activity Monitoring)
 - Unified Business Process Management Suite
 - A number of associated extensions, tools and utilities*
- Master Data Management and Data Quality Products
 - Oracle Customer and Activity Hubs for B2B and B2C
 - Oracle Enterprise Data Quality (OEDQ) Matching Server - limited to 4 Processors
 - Oracle Governance, Risk, and Compliance Manager
- Secure Email System
 - Voltage Secure Email (hosted by State)

** Full list included in “Guidance on the Re-use of Software Products, Shared Components, and Hosted Platform Environment Capabilities for MMIS”*

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HSE Platform Preferred Software Products*

■ CRM/Case Management Products

- Siebel Public Sector CRM- implemented in Siebel Open UI to avoid legacy browser limitations per <http://www.oracle.com/us/products/applications/siebel/siebel-crm-open-ui-1872031.pdf> , Siebel Base CRM, Siebel Public Sector Partner Portal, Siebel Public Sector eService, Siebel Partner Manager

■ Training Management

- Oracle UPK

■ Notice Generation

- Thunderhead Now v5.1 WCP/WLS

■ Financial Management

- PeopleSoft General Ledger
- PeopleSoft Accounts Payable
- PeopleSoft Billing
- PeopleSoft Accounts Receivable
- PeopleSoft Cash Management
- PeopleSoft Projects
- PeopleSoft Grants

** Full list included in “Guidance on the Re-use of Software Products, Shared Components, and Hosted Platform Environment Capabilities for MMIS”*

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Follow-up Q&A

Closing Remarks

- Mandatory Letter of Intent — July 14
- Vendor Questions Due — July 24
- Answers to Questions Posted — August 1
- Mandatory Bidders' Conference — August 6* (Update issued to the DVHA website)
- Answers to Bidders' Conference Questions Posted — August 12
- Technical and Cost Proposals Due — September 5
- Tentative Award Announcement — November 18
- Anticipated Contract Start Date — February 3, 2015

Thank you for your time today.